

I was frustrated for having to wait about 20 min. for the VRS to come on, so please make sure that the Relay Services can be answered quickly for emergency purposes. also, when I gave up waiting, then I used my tty to call the Relay Services, which was done in few min. then the VRS called back to me to call whoever I wanted, but I told him that I already made my call through the tty Relay service..... so I don't think it was a good idea for the VRS to have my phone number to call back to do the Relay services. I would like to have been able to call a different Relay Service in case of emergency purposes..... thank you, Jacalyn Stover